Put Your Money Where Your Mouth Is

Voice services for the mobile construction enterprise

Mobile Voice 2014
Construction

- Construction is the world's largest industry at $7T globally
- Anticipated to grow by 70% in the next 6 years to $12T
- By 2030, half of US buildings will have been built since 2007
The Problem

- Field workers are not in an office 90% of their time
- Therefore it is hard to get paperwork done
- Consequences of not having adequate paperwork
  - Project completion delay claims can be $10K - $1M per day
  - Safety record is critical for a company’s reputation
Daily Reports

- 50% of construction projects encounter disputes over scope, schedule, cost, or quality
- Single most important document for a company to retain
- Formal record of events that is utilized to resolve issues
- Typically hand written
- Typically late and not useful
Construction Fatalities

- Construction has the highest number of fatal occupational injuries among all other major industries (Bureau of Labor Statistics).
- There has been a recent upward trend in construction fatalities (5% increase from 2011).
- There has also been an increase in hours worked in construction that can correlate with the recent upward trend in fatalities in construction.
- Unfortunately, the industry's 2012 fatality rate went up to 9.5% per 100,000 full-time-equivalent workers from 9.1% the year before.
Challenges of the Mobile Workforce

- Mobile 90% of the time
- Reporting:
  - is a hassle
  - halts production
  - requires them to leave the site
  - inconvenient
- Result is underreporting
UNDERREPORTING = INCREASED RISK

- Injuries
- Delays
- Additional Costs
- Litigation
Unreported Injuries

- Many do not report injuries that have occurred
- More than one-fourth have not reported them
- Because they go unreported, a safer environment is being shunned.
- Many reasons why the under-reporting of injuries occurs
- They found the paperwork process for filing a claim daunting
Bird’s Triangle (1969)

- If 300-600 minor incidents or “near misses” are prevented, one serious injury or death can be prevented. All of these “near misses” have the potential to become more serious.
- Team members can expand their "inspector base" by having all of the project team report safety concerns.
Mobility Era

- Mobility is no longer the exception in the workplace; it has become the rule.
- According to a recent IBM study, 83% of users surveyed considered their mobile devices more important than their morning cup of coffee.
Benefits of Using Voice Services

- Sharing with your team real-time
- Convenience of simply speaking a quick note
- Address hazards or problems quickly reduces the possibility of an accident or escalation
- Easily add pictures to your noted observation
- Capture information from everyone on the job site (1-800-hotline)
Cloud Based SaaS Solution
Captures, processes, and distributes information

Data Can Be Automatically Sent To:
- PDF Reports
- Offers Searchable Text
- View Notes Online
- AlertMe!
- Broadcast Keyword Notifications
- Comments
- Reminders

Cloud Based SaaS Solution
Captures, processes, and distributes information

The "Vault" (data encrypted and stored for 10 years at Amazon Web Services)

Transcription Engine (human transcribers across the US)

Superintendents
Subcontractors
Call in
Email or Text
iPhone and Android Apps
Evernote

Data Can Be Automatically Sent To:
- CMC
- CMiC
- PROLOG
- Spectrum
- Viewpoint

PDF Reports Automatically sent to:
- Box
- Microsoft SharePoint

Evernote

PDF Reports with Searchable Text

Keyword Notifications

Comments

Reminders
The Old Way...

Write / submit / retype / collate / file / forget
The NoteVault Way...

AlertMe! Audio Notifications

Talk

Keyword Notifications
Who Benefits?

**Save 1 hour/day** on paper work.

Don’t have to chase anyone for reports.

Transparent view of every project is just a click away.
Creating Transparency & Visibility

Traditional technology is primarily utilized by office based staff. Include field based staff because that is where money is made and lost. Management gets real-time visibility into its field activities.
Solutions

- Easy anonymous reporting using voice services
- Promotes involvement of field workers
  - Incentives to make safety observations and reports of injuries
  - Incentives for having a safer environment
- In the end workers' compensation claims will be lower
- Disputes are easier to resolve
- Costs are allocated fairly to the responsible party
Summary

- Common Denominator – almost everyone can speak
- Speaking is 10 times faster
- Speaking is easier
- Speaking is cheaper
- Speaking is more effective
- Speaking is safer.
NoteVault.
The one power tool you can’t be without.